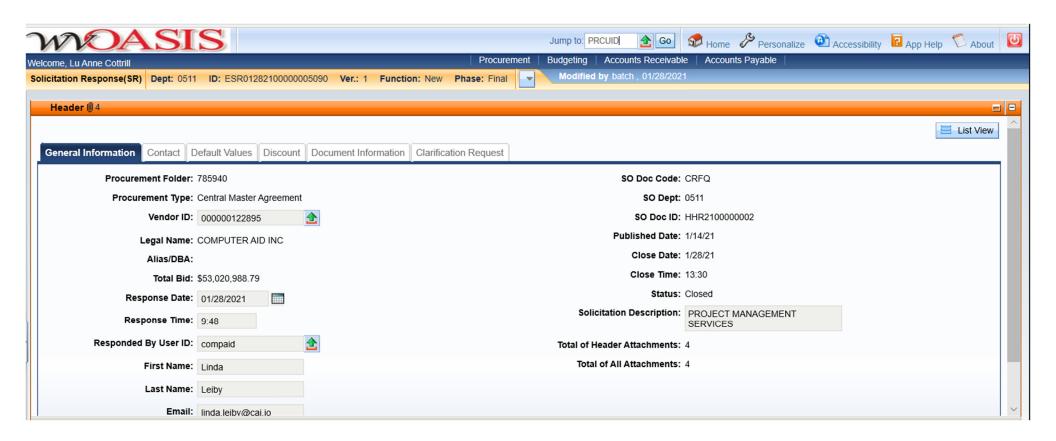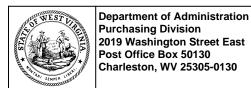**West Virginia Purchasing Division**

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Welcome, Lu Anne Cottrill | Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | **Dept:** 0511 | **ID:** ESR01282100000005090 | **Ver.:** 1 | **Function:** New | **Phase:** Final | ▼ | **Modified by** batch , 01/28/2021

Header 📎 4 ▭ ⊟

[≡ List View]

| General Information | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 785940	**SO Doc Code:** CRFQ
Procurement Type: Central Master Agreement	**SO Dept:** 0511
Vendor ID: 000000122895 ⬆	**SO Doc ID:** HHR2100000002
Legal Name: COMPUTER AID INC	**Published Date:** 1/14/21
Alias/DBA:	**Close Date:** 1/28/21
Total Bid: $53,020,988.79	**Close Time:** 13:30
Response Date: 01/28/2021 📅	**Status:** Closed
Response Time: 9:48	**Solicitation Description:** PROJECT MANAGEMENT SERVICES
Responded By User ID: compaid ⬆	**Total of Header Attachments:** 4
First Name: Linda	**Total of All Attachments:** 4
Last Name: Leiby	
Email: linda.leiby@cai.io	

Proc Folder:	785940
Solicitation Description:	PROJECT MANAGEMENT SERVICES
Proc Type:	Central Master Agreement

Solicitation Closes	**Solicitation Response**	**Version**
2021-01-28 13:30	SR 0511 ESR01282100000005090	1

VENDOR
000000122895 COMPUTER AID INC

Solicitation Number:	CRFQ 0511 HHR2100000002				
Total Bid:	53020988.78999999910593032836	**Response Date:**	2021-01-28	**Response Time:**	09:48:51
Comments:					

FOR INFORMATION CONTACT THE BUYER
Crystal G Hustead
(304) 558-2402
crystal.g.hustead@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Lead Project Manager: Base Year One				374774.77

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Engagement Manager: Base Year One				421621.62

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Lead MMIS Project Manager: Base Year One				361389.96

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	General Project Manager: Base Year One				2927927.93

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Base Year One
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Project Management Support Staff: Base Year One				4099099.10

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Base Year One
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Lead Child Welfare Project Manager: Base Year One				361389.96

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Lead Project Manager: Base Year Two				374774.77

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Engagement Manager: Base Year Two				421621.62

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Lead MMIS Project Manager: Base Year Two				361389.96

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	General Project Manager: Base Year Two				2927927.93

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Base Year Two
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Project Management Support Staff: Base Year Two				4099099.10

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Base Year Two
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Lead Child Welfare Project Manager: Base Year Two				361389.96

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Lead Project Manager: Base Year Three				382270.27

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Base Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Engagement Manager: Base Year Three				430054.05

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Base Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Lead MMIS Project Manager: Base Year Three				368617.76

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Base Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	General Project Manager: Base Year Three				2986486.49

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Base Year Three
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Project Management Support Staff: Base Year Three				4181081.08

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Base Year Three
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Lead Child Welfare Project Manager: Base Year Three				368617.76

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Base Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Lead Project Manager: Optional Renewal Year One				389915.68

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Optional Renewal Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Engagement Manager: Optional Renewal Year One				438655.14

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Optional Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Lead MMIS Project Manager: Optional Renewal Year One				375990.12

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	General Project Manager: Optional Renewal Year One				3046216.22

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Optional Renewal Year One
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Project Management Support Staff: Optional Renewal Year One				4264702.70

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Optional Renewal Year One
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Lead Child Welfare Project Manager: Opt Renewal Year One				375990.12

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Lead Project Manager: Optional Renewal Year Two				397713.99

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Optional Renewal Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Engagement Manager: Optional Renewal Year Two				447428.24

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Optional Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Lead MMIS Project Manager: Optional Renewal Year Two				383509.92

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	General Project Manager: Optional Renewal Year Two				3107140.54

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Optional Renewal Year Two
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	Project Management Support Staff: Optional Renewal Year Two				4349996.76

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Optional Renewal Year Two
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	Lead Child Welfare Project Manager: Opt Renewal Year Two				383509.92

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Lead Project Manager: Optional Renewal Year Three				405668.27

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Project Manager: Optional Renewal Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	Engagement Manager: Optional Renewal Year Three				456376.80

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Engagement Manager: Optional Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	Lead MMIS Project Manager: Optional Renewal Year Three				391180.12

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year Three
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	General Project Manager: Optional Renewal Year Three				3169283.35

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

General Project Manager: Optional Renewal Year Three
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	Project Management Support Staff: Opt Renewal Year Three				4436996.69

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Project Management Support Staff: Optional Renewal Year Three
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	Lead Child Welfare Project Manager: Opt Renewal Year Three				391180.12

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments:

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year Three
Estimate: (1) 2000 Hours

State of West Virginia

Department of Administration

Project Management Services

Solicitation Number
CRFQ 0511 HHR2100000002

Submission Date: January 28, 2021

Submitted by Computer Aid, Inc.

Table of Contents

Qualifications Checklist Responses

Section 3.1

Applicable to: *Vendor*

General Description: *Minimum 10 years in project management.*

Computer Aid, Inc. (CAI) has been providing certified professional project managers for public and commercial health and human services organizations for more than 20 years. Our experience comprises multiple styles of project management, as we recognize that there is not a silver bullet to delivering these services. Our approach is to collaborate with our partners to use the right style that works for the engagement, whether it be waterfall, agile, or a hybrid approach.

During our Plan phase, we identify resources across our national network to engage the right resources from the onset. We match skills and experiences to the needs of our customer, such as Medicaid Information Technology Architecture (MITA), certification, Medicaid Management Information System (MMIS) project management, and testers. Working with our team, we will demonstrate a thorough understanding of the tasks, timeline, stakeholders, and risks associated with the work. If selected to proceed, we will then Kickoff and move to the Executing phase of delivery and implementation. Throughout our engagement, we will continually assess quality and report to WV Department of Administration (DoA) for full transparency.

Community HealthChoices (CHC)

Governor Wolf directed the Departments of Human Services and Aging to explore managed long-term services and supports to increase opportunities for older Pennsylvanians and individuals with physical disabilities to remain in their homes.

CHC is Pennsylvania's mandatory managed care program for dually eligible individuals and individuals with physical disabilities – serving more people in communities, giving them the opportunity to work and spend more time with their families, and experience an overall better quality of life. CHC has improved services for hundreds of thousands of Pennsylvanians.

CHC was developed to:

- Enhance access to and improve coordination of medical care
- Create a person-driven, long-term support system in which people have choice, control, and access to a full array of quality services that provide independence, health, and quality of life; long-term services and supports (LTSS) help eligible individuals to perform daily activities in their homes such as bathing, dressing, preparing meals, and administering medications

Indiana Comprehensive Child Welfare Information System (CCWIS)

CAI was selected to provide quality Project Management Office (PMO) services for the State of Indiana's CCWIS. Our solution includes the following areas:

- Developing the standards, templates, and tools to support a quality PMO that adheres to project management practices for the successful management the triple constraints of time, cost, and quality

- Ownership of the requirements management process and the implementation of the entire CCWIS product backlog

- Conducting quality assurance for the CCWIS project, including the review of DDI vendor deliverables

- Supporting knowledge transfer by training select DCS staff on the PMO practice, and transition of responsibility for the successful independent operation of the PMO to DCS staff upon CCWIS implementation

- Ensuring that the CCWIS system meets Federal and Indiana security, statutory, and regulatory requirements and achieves necessary Federal certification to support submission of Advanced Planning Documents

Healthy Pennsylvania

- Worked in conjunction with the Department of Human Services (DHS) and Governor's Office Executive Staff to formulate the approach to increase health care access to an additional 600,000+ Pennsylvanians

- Provided oversight and direction to multiple project teams, including work search, eligibility, assessment and screening, benefit redesign, cost-sharing, budget neutrality, communications, and hypotheses formation

- Tracked milestones in producing the 1115 demonstration application for the Centers for Medicare and Medicaid Services (CMS)

- Developed negotiation strategy and executive briefing documents and presentations for usage with the Governor and CMS

- Provided quality assurance in the 1115 application and public notice

- Established communication strategy and messaging guidance

- Provided research and analytics on similar state models for Medicaid expansion

- Provided overall project workplan development for initial implementation

- Provided oversight and project management of procurement activities for the Private Coverage Option which is the key component of the Governor's plan

- Provided oversight and project management of eligibility policy changes and related activities such as letters, notices, and operations memos

- Provided oversight and project management of Healthy PA-related operations staffing and infrastructure planning and execution for the affected program offices and bureaus

- Provided oversight and project management of Healthy PA-related appeals process changes

Section 3.2

Applicable to: Vendor

General Description: Minimum 10 years in managing procurement development.

During our tenure with PA DHS, CAI has helped write procurements on behalf of the state, including writing RFPs, writing evaluation criteria, and helping the state assess vendor responses. We have created multiple procurements, waivers, and grants, including experience as part of the current Deloitte team in developing Office of Medical Assistance Programs' (OMAP's) MMIS procurement. The CAI team has provided research for multiple states regarding innovations in complex care, payment methodologies, and behavioral health integration.

Program, Policy, and Resource Review and Maximization (Budget Office)

- Prepared RFQ for release to procure vendor to propose innovative agency ideas, cross-agency data mining and analysis for business needs, and focused case review

- Developed policy recommendations to achieve savings; total proposed budgetary impact was $170 million

- Monitored focused case reviews for compliance and alternative service options, evaluating existing policies and processes, determining where polices and processes needed to be strengthened, proposing changes to Executive Staff that were validated by the case review process

- Assisted program offices with implementation of proposed options

Human Services Block Grant (HSBG) Expansion

The HSBG expansion allowed counties greater flexibility in the use of state allocated funds:

- Performed HSBG counties' selection determination and announcement

- Prepared reports for metric review, workgroups, and legislative staff

- Provided executive staff awareness presentations, including press conferences, success stories, and OpEds

- Facilitated and planned for the Executive Office working with the County Commissioners Association of Pennsylvania (CCAP)

- Issued HSBG Legislative Financial Report

HealthChoices Re-procurement

DHS executive staff decided to move forward with a statewide re-procurement for the HealthChoices physical health (HC PH) plans.

- The timeframe to release the RFP was late August or early September 2015.

- This aggressive timeframe required a focused approach including issue and timeline tracking.

- A statewide procurement will allow DHS to align HC PH agreements terms and will thereby decrease the number of agreements.

- Each MCO will have one agreement that governs their participation in the zone(s) in which they are selected to operate.

Section 3.3

Applicable to: *Vendor*

General Description: *Minimum 5 years in general information security experience related to the implementation and/or monitoring of computer systems and/or applications.*

The CAI team has proven architecture and security services experience. Our experience with MITA and Medicaid Enterprise Certification Toolkit (MECT) principles and methodologies provide the ability to conduct enterprise analysis, design, planning, and implementation supporting successful development of execution strategies.

CAI has been a leader in IT Service Management (ITSM) for 30 years. Working with manufacturing clients, we began providing metrics-based services aligned with the Software Engineering Institute (SEI) in the late 1980s. At the time, our focus was on supporting our clients by developing large mainframe applications on a fixed-price basis. Following the best practices of our manufacturing partners, we applied rigor and quality controls to the process of software engineering and IT support. Working with these same clients in the mid-1990s, CAI developed a full-service Managed Maintenance service to align with the SEI Capability Maturity Model Integration (CMMI). It was evaluated in the late 1990s as SEI/CMMI Level 3 with the key practice area (KPA) components for Level 4. We are describing the origin of the practice to show its grounding in best practices at a time when many firms were chaotic in software release management. We recognize the need for process controls in providing quality services to our clients and have adhered to them for decades.

We developed the practice working jointly with DuPont – one of the world's largest chemical manufacturers, and with TE Connectivity – a $14 billion electronics firm based in Pennsylvania. We supported the IBM and HP legacy applications at TE Connectivity from 2001-2016 while the firm retooled its own IT staff and transitioned to a global SAP environment. Over a five-year period in the early 2000s, we reduced maintenance staff supporting legacy systems from 50 to 35 full-time equivalent staff – and our team became an industry case study. We further aligned our Managed Maintenance practice with ITIL after publication of ITIL V3 in 2007.

In 2009, we began working with the Pennsylvania Department of Transportation (PennDOT) to implement the ITIL model for enterprise IT support; today we have a baseline of 99 FTEs supporting the client. At the City of Chicago (CoC), our team of 55 provides enterprise applications support, including their Oracle enterprise resource planning (ERP) system. This is a mission-critical system supporting an annual budget of $10.1 billion, including a $3.1 billion payroll for 35,000 employees. Our service level agreement (SLA) includes 13 discrete components, with financial penalties for non-conformance.

In establishing the Managed Maintenance practice, we also developed an internal ITSM tool, Tracer, which we integrated with various ticketing tools such as Remedy and Peregrine. Since 2012, we have used ServiceNow as our ITSM tool of choice for managing our support teams, i.e., Tracer now executes on the ServiceNow platform. ServiceNow is the industry-leading tool for ITSM (Gartner, Magic Quadrant for ITSM Tools, August 2017); using it helps align services with the ITIL model and provides a common vocabulary and frame of reference for services.

Section 3.4

Applicable to: *Vendor*

General Description: *Within the past 8 years, 3 years' experience specific to project management services for the implementation and/or CMS certification of an MMIS Project. CMS Outcomes-Based Certification is preferred, but not required.*

The CAI team has assisted states with MMIS modernization projects, performing multiple roles including technical advisory and system implementation services. We are currently engaged in supporting the Pennsylvania MMIS Transformation through our joint work on the IT Consulting/Quality Assurance (ITC/QA) contract. Within this engagement, we provide PMO staff that manage the Integrated Master Schedule, provide certification assistance, as well as validation and verification services. Our extensive experience with MMIS and Health and Human Services (HHS) modernization projects means that our team will bring valuable lessons learned to WV DoA.

PA Department of Human Services MMIS

CAI is working alongside KPMG for the phased transition of help desk responsibilities from the legacy MMIS system contractor as the new MMIS 2020 Platform modules are brought online over a 15-month system implementation period. The KPMG/CAI team is working with DHS to design, build, and operate the optional Tier 1 MMIS 2020 Platform Support Center functions required to support the external providers and business partners currently accessing the Provider Assistance Center (PAC), as well as the internal Commonwealth users now supported by the MMIS Technical Help Desk (THD). CAI, alongside KPMG, serves as the ITC/QA PMO vendor for the Commonwealth of Pennsylvania.

NY MMIS

During the MMIS Procurement Alternatives and Feasibility Analysis project, CAI team members contributed subject matter expertise regarding modernized Medicaid. The team wrote several whitepapers regarding the status of Medicaid systems throughout the United States and its territories, detailing MMIS modernization's methodology and status. Developing a review of current vendors in the MMIS marketplace, the team assessed the current vendors' ability to meet technical, service, and modular contract criteria. Other deliverables included developing the Organizational Change Management with the OCM team, contributing to the Alternatives and Feasibility Analysis deliverable, and the New York MES Roadmap for the upcoming modernization in New York. Other tasks included building materials for a future vendor fair that the state will hold during the RFP process.

South Carolina Department of Health and Human Services (SCDHHS)

CAI provided ongoing technical assistance to the SCDHHS MMIS team. We assisted in the following areas:

● Evaluation, development, monitoring, and reporting efforts for reports, state plans, and documents related to information technology (IT)

● Technical assistance to SCDHHS staff related to changes in Information Technology related policies and procedures which enhance the effectiveness of SCDHHS Programs

● Development of plans for implementation of best practices within IT

● Assistance in developing, writing, or editing of IT policies, directives, and guides

● Providing expertise in developing, conducting, and evaluating results from IT-related surveys

● Reviewing SCDHHS existing IT processes and procedures or records, and providing recommendations for improvement

● Providing written recommendations for implementation of continuous improvement plans within IT

● Evaluating resource capacity, efficiencies, and outcomes in programs and services related to IT

● Providing technical assistance in communication and coordination of program and contractor requirements to and between SCDHHS staff and contactor staff and in implementation of program and contract goals within IT

● Evaluating and providing recommendations for performance measurement to improve outcomes for particular services or programs within IT

● Attending and participating in IT technical assistance call and meetings as required

● Development of tracking tools to monitor progress of IT efforts

● Providing assistance and expertise in gathering, compiling, and analyzing IT-related data

Section 3.5

Applicable to: *Vendor*

General Description: *Two or more references for the Project Management of the MMIS Implementation and/or CMS Certification of an MMIS.*

CAI has managed MMIS implementations for PA DHS, NY DHS, and SCDHHS, as referenced in Section 3.4. As a courtesy to our client, please arrange contact though Mark Fahnestock, (717) 418-0259.

CLIENT	PA Department of Human Services
ADDRESS	PO Box 2675, Harrisburg, PA 17105-2675
SERVICES	CAI is working alongside KPMG for the phased transition of help desk responsibilities from the legacy MMIS system contractor as the new MMIS 2020 Platform modules are brought online over a 15-month system implementation period.

CLIENT	NY Department of Human Services
ADDRESS	431 B Broadway, Menands, NY 12204
SERVICES	During the MMIS Procurement Alternatives and Feasibility Analysis project, CAI team members contributed subject matter expertise regarding modernized Medicaid. The team wrote several whitepapers regarding the status of Medicaid systems throughout the United States and its territories, detailing MMIS modernization's methodology and status. Developing a review of current vendors in the MMIS marketplace, the team assessed the current vendors' ability to meet technical, service, and modular contract criteria. Other deliverables included developing the Organizational Change Management with the OCM team, contributing to the Alternatives and Feasibility Analysis deliverable, and the New York MES Roadmap for the upcoming modernization in New York. Other tasks included building materials for a future vendor fair that the state will hold during the RFP process.

CLIENT	State of Delaware, Information Resource Management
ADDRESS	401 Federal Street, Dover, DE 19901
SERVICES	Project Management, Business Analyst Support, RFP Development and Vendor Evaluations, Autism2Work, Business Staff Augmentation, IT Staff Augmentation

Section 3.6

Applicable to: *Vendor*

General Description: *Three or more references (from the past 10 years) for project management services in a minimum of two (2) states for a state Medicaid Agency; must include a description of the project management services performed for each reference.*

CLIENT	PA Department of Human Services
ADDRESS	PO Box 2675, Harrisburg, PA 17105-2675
SERVICES	CAI is working alongside KPMG for the phased transition of help desk responsibilities from the legacy MMIS system contractor as the new MMIS 2020 Platform modules are brought online over a 15-month system implementation period.

CLIENT	IN CCWIS
ADDRESS	402 W. Washington St., Indianapolis, IN 46204
SERVICES	CAI was selected to provide quality PMO services for the State of Indiana's CCWIS. Our solution includes developing the standards, templates, and tools to support a quality PMO that adheres to project management practices for the successful management the triple constraints of time, cost, and quality. CAI has ownership of the requirements management process and the implementation of the entire CCWIS product backlog. We conduct quality assurance for the CCWIS project, including reviewing DDI vendor deliverables. We support knowledge transfer by training select DCS staff on the PMO practice, and transitioning responsibility for the successful independent operation of the PMO to DCS staff upon CCWIS implementation. CAI ensures that the CCWIS system meets Federal and Indiana security, statutory, and regulatory requirements and achieved necessary Federal certification, in addition to supporting submission of Advanced Planning Documents.

CLIENT	State of Delaware, Information Resource Management
ADDRESS	401 Federal Street, Dover, DE 19901
SERVICES	Project Management, Business Analyst Support, RFP Development and Vendor Evaluations, Autism2Work, Business Staff Augmentation, IT Staff Augmentation

Sections 3.7.1.1 and 3.7.1.2

Applicable to: *Lead Project Manager*

General Description: *Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.*

General Description: *Project Management Professional Certification.*

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Sections 3.7.1.1 and 3.7.1.2 please refer to the resume "Lead Project Manager."

Section 3.7.2.1 and 3.7.2.2

Applicable to: *Engagement Manager*

General Description: *Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.*

Project Management Professional Certification.

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Sections 3.7.2.1 and 3.7.2.2 please refer to the resume "Engagement Manager."

Section 3.7.3.1 and 3.7.3.2

Applicable to: *Lead MMIS Project Manager*

General Description: *Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency; AND, within the last 10 years, three (3) years' experience as a Project Manager of an MMIS Implementation and/or CMS Certification of an MMIS.*

Project Management Professional Certification.

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Sections 3.7.3.1 and 3.7.3.2 please refer to the resume "Lead MMIS Project Manager."

Section 3.7.4.1 and 3.7.4.2

Applicable to: *Lead Child Welfare Project Manager*

General Description: *Minimum three (3) years' experience within the last eight (8) years as a Project Manager and/or providing project management support services directly related to the development and/or implementation of Child Welfare programs/initiatives for a State Medicaid Agency.*

Project Management Professional Certification.

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Sections 3.7.4.1 and 3.7.4.2 please refer to the resume "Lead Child Welfare Project Manager."

Section 3.7.5.1

Applicable to: *General Project Managers*

General Description: *Minimum three (3) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.*

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Sections 3.7.4.1 and 3.7.4.2 please refer to the resume "General Project Managers."

Section 3.7.6.1

Applicable to: *Project Management Support Staff*

General Description: *Minimum one (1) year of experience with Project Management.*

Our people are experienced in Governance techniques, which include planning activities, communication and outreach, collaboration amongst the team, and the project governance metrics. Our personnel recognize that identifying changes early means a significant reduction of cost later. Our Project Management Support Staff will work with key stakeholders to identify vital checkpoints at key intervals in the development lifecycle to validate that the project stays on time and on budget.

Our support staff understand how to provide PMO services, including independent oversight of requirements gathered by other teams to minimize changes and identify opportunities for improvement. Our support staff understand how to act early, act often, and take proactive steps to prevent downstream impacts to the project.

Our support staff also has experience with Change Management planning, including the orderly and effective process for tracking the submission, coordination, review, evaluation, categorization, and approval of Change Requests for modification or enhancement throughout projects.

Our project management support staff have experience grounded in PMI principles, including PMP certifications, Agile, Kanban, Lean, and Six Sigma.

CAI has an extensive selection of qualified candidates for each of the required positions. We have included a collection of resumes which represent the type of experience our personnel possess in **Appendix A: Representative Resumes**. These examples are demonstrative to our high-quality services and do not indicate a committed resource.

For Section 3.7.6.1 please refer to the resumes under "Project Management Support Staff."

CAI®

State of West Virginia

Department of Administration

Project Management Services

Solicitation Number
CRFQ 0511 HHR2100000002

Appendix A:

Representative Resumes

Submission Date: January 28, 2021

Submitted by Computer Aid, Inc.

Resumes appear below, in the order the positions are noted in the RFP:

Lead Project Manager

Engagement Manager

Lead MMIS Project Manager

Lead Child Welfare Project Manager

General Project Manager

Project Management Support Staff

Related Clients

State Medicaid

- TN – TennCare
- SC – SCDHHS
- IN – FSSA
- CA – MediCal

Managed Care Organizations (MCOs)

- AmeriGroup
- Horizon BCBS of NJ
- UnitedHealth Group
- BCBS of TN
- Humana

Education/Certifications/ Training

- Indiana University Southeast – B.S. Business Program
- U.S. Navy Intelligence Analyst – Honorably Discharged Veteran
- CompTIA Security+
- Certified Information Systems Security Professional (CISSP)
- Certified Quality Auditor
- ITIL IT Service Manager V3 Certification Training
- Project Management Professional (PMP)

What I can do for you

With over 20 years' experience specializing in enterprise-level Commercial, Medicare, and Medicaid Health Plan Strategic and Tactical Innovation Initiatives, I can provide a wealth of strategic and tactical expertise in a collaborative manner to advance the program goals of State Medicaid Agencies (SMAs), Managed Care Organizations (MCOs), Medicaid Enterprise Systems (MES)/Medicaid Management Information System (MMIS) Modernization and Modularity in support of improving the lives of the most vulnerable populations.

In addition, I have extensive practical and direct experience in establishing, managing, and monitoring of Governance, Risk, and Compliance (GRC), Security Management, and Quality Management frameworks within enterprise Information Technology organizations while supporting the maximization of MMIS and the Health Information Technology for Economic and Clinical Health (HITECH) enhanced Federal Financial Participation (FFP) whenever possible.

Engagement Experience

- TennCare senior CMS MMIS and HITECH FFP expert, Technical Advisory Services (TAS) Business Architect:
  - *Provide expertise and advisory services to State leadership on Medicaid Modernization and Transformation modularity strategies, leveraging MMIS, HITECH (HIT and HIE), and other Medicaid Enterprise investments (ESB, EDI, IAM, EDW/DSS), monitoring enterprise governance and compliance requirements, and MCO contract requirements.*
  - *Provide expertise and advisory services for innovation and advancement of TennCare's eHealth state and federal healthcare initiatives to improve quality outcomes, population health programs, and care management/care coordination including potential policy needs.*
- SCDHHS Senior Healthcare IT Consultant:
  - *Provided strategic advisory and implementation activities in the Enterprise IT, Enterprise Program/Project Management Office, Enterprise Quality Management Office areas for Agency initiatives for RMMIS and E&E program areas, Security Management, MITA SS-A, Governance, and ITIL v3 at a minimum*

Related Clients

- PA Department of Human Services (DHS)
- Department of Defense (DOD): United States Navy
- Pennsylvania Higher Education Assistance Agency (PHEAA)

Education/Certifications

- EMBA, Pennsylvania State University
- BS, Accounting and Information Systems, Pennsylvania State University
- Project Management Professional (PMP)
- Certified Public Accountant (CPA)
- Green Belt Six Sigma (Motorola University)
- ISO 9002 Auditor
- Zenger Miller Instructional Designer
- Various DAWIA certifications for DOD in Logistics, Supply Chain, Program Management, and System Services

What I can do for you

I will provide leadership within the governance advisory committee through my extensive knowledge and experience with the Department of Human Services (DHS). I have served in the Public Sector since 2001 where I supported the Department of Public Welfare (DPW) in the implementation of the Home and Community Services Information System (HCSIS) in the role of a lead instructional designer. I have continued to serve in the Public Sector working with the Pennsylvania Higher Education Assistance Agency (PHEAA), the United States Department of Defense: US Navy (DOD), and the DHS. I implemented Program/Project Management Offices in each of those locations and rolled out multiple large-scale projects in support of the operation.

During my service with DHS, I served as the lead Project Manager for the Department in delivering outcomes for Pennsylvanians through the rollout of the ACA implementation for *Healthy Pennsylvania*, establishing a strategic planning process for the executive office involving the establishment of common goals and priorities, delivery of regulations for Shared Living, and analysis and redesign of waiver services.

My experience also includes team coordination of state Medicaid services for budgeting (cost allocation planning and block grants), 1115 waiver demonstration creation, and partnering with Pennsylvania to develop a strategic performance management office under the DHS Secretary for execution of high-profile projects. In each of my various roles, I have assisted with implementation of efficient processes and methods with a focus on alignment to future vision and direction.

Engagement Experience

- I served as the Senior Project Manager/Account Manager for the Department of Health and Human Services for a team of consultants working on multi-year projects encompassing over $1 billion in state and Federal dollars.
- As the lead Program Manager, I was responsible for the implementation of *Healthy Pennsylvania*, including the coordination of multiple contractors in the system delivery lifecycle; coordination of communication and outreach; and working with the Department in delivery of effective policy, training, and operations for the Commonwealth.

- I served as the initial implementer of PMO organizations for DHS, DOD, and PHEAA, including the development of methodology, governance, project planning approach, and overall project execution.

Representative of a
Lead MMIS Project Manager Position

What I can do for you

With more than 10 years of experience in Project Management Office exclusively for MMIS implementations and 20 years in the PM field, I can provide a wealth of understanding of the needs of implementing MMIS in a state organization. I have extensive experience in the Project Web Access application and during my four years in South Carolina working with the RMMIS project and the PMO, I learned about the way business works in the State and with Healthy Connections.

I am a self-motivated, technical project manager with demonstrated capability to select and integrate resources/requirements. Proactive problem solver always able to optimize the quality of product and productions.

Engagement Experience

- Puerto Rico Medicaid Program – Master Scheduler/Assistant PMO Manager – Currently, working with the implementation of the Puerto Rico's Phase 2 Implementation
- Georgia Medicaid Program – Developed MITA Concept of Operations and worked with the Capability Assessment Team Setting the new path for Georgia Medicaid
- South Carolina DHEC – Master Scheduler Consultant – working to bring DHEC Project Managers knowledge in PWA
- South Carolina Medicaid Program – Master Scheduler – helped with the initial several years of the project as well as worked with Project Governance and PMO at the Enterprise Level
- North Dakota Medicaid – PMO Analyst – Managed requirements, schedules, and PMO activity
- Washington, D.C. – PMO Analyst – Managed requirements, schedules, and PMO Activity
- Other States, including Alaska, New Hampshire and California – PMO Analyst – Consulted to help enable difficult scheduling activity

Technologies: Expert in Project Web Access and Microsoft 365 Products. Experienced user of Atlassian Suite.

Representative of a
Lead Child Welfare Project Manager Position

What I can do for you

As a certified project manager and scrum master professional, with over 14 years of experience in IT applications development. I have strong hands-on experience in various Windows desktop, Web based, COTS products, Cloud (MS Azure and AWS), Mobile, Data migration, and Enterprise applications. I am a highly motivated, energetic team player, and results-driven professional.

I have comprehensive knowledge and strong experience about new systems design and business process management, Agile scrum principles/practices, and project management methodologies. With my proven record of successfully implementing large/high visibility projects on-time, within budget, and with quality. I can positively contribute my experience for DCS in the design, and development of the CCWIS system.

Engagement Experience

As a Senior Scrum Master, I was responsible for coaching and mentoring multiple scrum teams (up to 5 teams). Facilitated all scrum ceremonies and managed the success of each iteration and challenged my teams to refine processes to increase efficiencies and deliver well-polished, working software every iteration.

Removed impediments and protected team members from interruptions and distractions to maximize productivity. Worked closely with the product owners and the scum teams to refine the product backlog, split stories, and prioritize stories based on dependencies with other teams.

I am experienced in effectively coordinating with multiple cross-functional teams, including product management, release management, and other vendor teams. I was responsible for developing and presenting release burndown reports and velocity reports to senior management.

Related Clients

- Delaware Department of Services for Children, Youth, and their Families
- Delaware Department of Health and Social Services, Divisions:
  - Low Income Home Energy Assistance
  - Substance Abuse and Mental Health
  - Public Health
  - Social Services
- MBNA/Bank of America

Education/Certifications

- Various leadership and management courses

What I can do for you

With over 20 years of proven experience delivering large scale business and IT transformations, I have learned how critical having the right team and the right resources are to achieving a successful outcome. The lessons I have learned through my career have made me a strong advocate of maintaining a continual focus on business-based results, ensuring full transparency and collaboration through every step of the project, and maintaining open communications between all team members and stakeholders.

I am committed to working with you to help provide the right resources with the right skills at the right time. I will also monitor the quality of our personnel engaged at the City to maintain the highest levels of performance.

Engagement Experience

- Currently, I am a Service Delivery Manager with CAI and serve as Delivery Oversight for Philadelphia and the Delaware Health and Social Services Department where I am accountable to provide project management services and team oversight.
- I have led technical teams for over 20 years and have delivered multiple projects that involved system migrations, technology planning and strategic design, complex system deployments, and managing multi-vendor engagements.
- I provided quality assurance and technical oversight to various large scale enterprise application implementations for Delaware's Department of Health and Social services, including the implementation of Electronic Health Records (EHR) and the Delaware Treatment and Referral Network.
- I managed and implemented projects for the Delaware Department of Services for Children, Youth, and their Families that required compliance with federal regulation 42 CFR 447.10.
- I led teams in the commercial financial sector that were responsible for the full SDLC, as well as establishing relationships with key customers and accounts, managing communications, and overseeing project managements, technology and application managers, and providing customer support.

Relevant Clients

- Pennsylvania Department of Human Services
- Pennsylvania Department of Transportation

Education/Certifications

- Columbia Southern University, Master of Business Administration - Project Management Concentration
- Certified ScrumMaster® (Certification #001079204)- Scrum Alliance
- Organizational Development Certificate - McGraw Hill
- Change Management Specialist Certification - Management and Strategy Institute
- Six Sigma Lean Professional Certification - Management and Strategy Institute
- Certified Change Management Professional Certification (Certification #A4658) - Acuity Institute School of Business Leadership
- Professional Certificate in Project Management - Pennsylvania State University
- Leadership Skills Certificate - Pennsylvania State University
- MS Project 2007 Certificate - Harrisburg Area Community College
- PennDOT Certificate - Critical Path Method (CPM)/Monitoring and Controlling Project Schedules

Representative of a
General Project Manager Position

What I can do for you

I am responsible for planning, organizing, and directing the completion of projects for an organization, while ensuring these projects are on time, on budget, and within scope. In addition, my role at an organization requires interaction with a range of internal and external stakeholders, most often managing several moving project parts simultaneously. I demonstrate key skills such as organization, communication, analytical thinking, creativity, leadership, and computer competencies.

Engagement Experience

- Oversee projects within the Pennsylvania Department of Human Services (DHS) and ensure that they are completed on time; responsible for managing the development, implementation, and ongoing maintenance of projects in support of DHS; develop detailed project plans and monitor and track progress; strategize, implement, and maintain program initiatives that adhere to organizational objectives
- Coordinated and developed various projects from initiation through closing phases; implemented and maintained development best practice within the Department; increased the efficiency of Commonwealth business operations by streamlining processes and improving its project management capabilities: monitored project workflow and set timeline adjustments as needed; provided IT support for the Department's strategic IT initiatives
- Oversaw the construction of infrastructure projects across all phases of development; inspected all phases of roadway and bridge engineering in accordance with Penn DOT's 408 specifications; set and adjusted project milestones pertaining to PennDOT's infrastructure initiatives; made necessary decisions and drove decision making across projects; developed action plans in accordance with contractors and engineering firms' specifications; reviewed project development with senior management and support staff

Relevant Clients

- Highmark

Education/Certifications

- Master's in Business Administration, Shippensburg University
- Bachelor of Science in Business Administration/Accounting, Shippensburg University
- Certified Project Management Professional (PMP), Project Management Institute
- Certified Scrum Master (CSM), Scrum Alliance
- Certified Medicaid Professional (MCMP-II)
- ITIL Foundation Certification in IT Service Management

What I can do for you

As an experienced IT professional, I have served in a variety of roles across the project spectrum from business analyst to project manager to executive IT sponsor. This affords me a broad and unique perspective to navigate the project landscape, build strong stakeholder relationships, and deliver intentional solutions. I have a proven history of successfully implementing new custom applications, large-scale system enhancements, and enterprise solutions while maintaining auditable processes and resource controls. I am passionate about building strong teams and empowering them to deliver to client needs.

Engagement Experience

- Strong leadership/management experience in project management, applications development and support, and financial analysis and reporting. Proven history of successfully implementing new custom applications, large-scale system enhancements, and enterprise solutions while maintaining auditable processes and resource controls
- Stood up a newly created division with three distinct areas of focus: Project Management Office, Financial Analysis/Reporting department, and a Strategies and Planning department
- Implemented Project Management Office best practices, including development of standard processes, procedures, and templates
- Developed internal audit processes to ensure compliance
- Provided executive oversight of up to 10 projects concurrently, including monitoring/analyzing budgets, schedules, risks, and resource needs; removed barriers and ensured auditability
- Managed a multi-year project to transition two purchased companies into the customer's existing business applications, including all financial data; implemented all requirements on time and within budget; developed the first Project Management Guidebook in the division, which included process flows, templates, divisional training, web site; received recognition from Internal Audit

Relevant Clients

- Commonwealth of PA Department of Human Services

Education, Licenses & Certifications

- B. Soc.Sci., Penn State University: Major: Public Policy
- Project Management Professional (PMP)
- MLC Certified Medicaid Professional (MCMP-II)
- GreyCampus Certified Lean Six Sigma Black Belt

**Representative of a
General Project Manager Position**

What I can do for you

I will provide advisory services to Pennsylvania Department of Human Services (PA DHS) Lot 1 in assisting in overseeing and participating in program and project management. I have served in the Public Sector since 2005 where I supported the Pennsylvania Department of Transportation (PennDOT) as a program manager overseeing 40 technical consultants in the delivery of sever farm state-wide operations and maintenance services. I have continued to serve in the Public Sector working with the Pennsylvania Higher Education Assistance Agency (PHEAA), the United States Department of Defense: US Navy (DOD), and the PA DHS in providing Program/Project Management Office development and support.

At DHS, I served as the lead Project Manager for the Department for the successful rollout of Governor Wolf's Medicaid Expansion Program in Pennsylvania (PA). This effort resulted in providing medical benefits to an additional 700,000 individuals in PA who were previously ineligible. My experience at DHS also includes serving as the lead project manager for the successful development and implementation of the DHS Community HealthChoices Program (CHC). CHC provides a managed care approach and modernized delivery system for long term services and supports. CHC made the system more sustainable by providing more opportunity for innovation. CHC currently provides long-term home and community-based services to over 420,000 Pennsylvanians.

Prior to my service with PA DHS, I served in the public sector as a program and project manager for PennDOT, and as a project manager for PHEAA. At both agencies I lead successful strategic Department-wide initiatives. I have additional experience in the private sector serving in program and project management roles as well as having served in enterprise management roles from supervisory to executive levels. In all these activities, I bring a people-centric and service-first mindset focused on delivering value for you, so you can deliver services to others.

Engagement Experience

- I serve as a Lead, a SME, a Program Manager and Project Manager. Additionally, I serve as the Account Manager for the PA Department of Human Services. I lead a team of consultants delivering on multi-year projects encompassing over $1 billion in state and federal dollars.

- As the lead Program Manager, I am responsible for the implementation of DHS strategic projects coming out of the Secretary's Office including the coordination of multiple contractors in the system delivery lifecycle; coordination of communication and outreach; and working with the Department in delivery of effective policy, training, and operations for the Commonwealth.
- Previously, I provided consulting services for setting up project management office best practices at the DOD and facilitated establishment of PMOs in the private sector. This included the development of methodology, governance, project planning approach, and overall project execution.
- I bring a strategic vision where I can provide services to the executive staff in coordination and direction setting in times of challenge to help provide sustainable operations to those most in need.
- I have delivered successful large enterprise wide projects for the PA DHS Secretary's Office and underlying program offices. I bring the ability to bridge business, technical, and financial elements to each of my engagements.

Relevant Clients

- Indiana Dept of Child Services
- Navient/Fiserv Education
- FleetCor/Comdata
- KAR Global
- Roche Diagnostics
- OneAmerica
- CNO Financial Group

Education/Certifications

- Certified Scrum Master, Scrum Alliance
- Master of Information Science, Indiana University Bloomington
- Bachelor of Science, Mechanical Engineering, Trine University

What I can do for you

As an experienced IT professional, I have served in a variety of Project Manager roles including Master Scheduler and Scrum Master. I have a proven track record working with cross-functional teams and delivering technical solutions using an appropriate blend of Agile, traditional (waterfall), and other related project methodologies.

By leveraging my background as a Business Analyst, I strive to include interpersonal and communication skills, critical thinking, analytical approaches, time management, and the ability to prioritize and break down complex problems into manageable tasks.

I have a passion for cultivating strong stakeholder relationships, understanding business drivers, and empowering delivery teams to understand the "big picture" and tailor solutions to achieve that vision.

Engagement Experience

- As Master Scheduler and Scrum Master for the Indiana Dept of Child Services, I coordinated with multiple vendors to develop and manage the integrated master schedule for the roll-out of a new Comprehensive Child Welfare Information System (CCWIS) using the Salesforce platform. I also provided Agile coaching to the delivery teams and helped to define a hybrid-Agile delivery process that aligned with the various needs of the client and vendors.

- As Lead Business Consultant for a global IT consulting firm, I worked with a variety of clients to successfully deliver large, complex projects with multiple workstreams and diverse technologies across multiple time zones with distributed teams up to 15 members and $4M budgets.

- As Scrum Master, I supported Agile delivery teams to help gather requirements, refine user stories, and manage backlogs along with facilitating daily stand-ups, sprint demos, and retrospectives. I also utilized Atlassian applications such as Jira and Advanced Roadmaps to track team progress, provide reporting, and generate forecasting.

- As Project Manager, I collaborated with multiple client stakeholder groups and SMEs to define the project scope, deliverables, expectations, delivery methodology, schedule, cadence, budget, risks, governance, and project closure process. I also supported all phases of the SDLC process including QA testing, issue resolution, release management, and post-release support.

Relevant Clients

- PA Department of Human Services
- NHS Human Services

Education/Certifications

- Master of Science in Counseling, Shippensburg University
- National Certified Counselor, Chi Sigma Iota-Upsilon Chapter
- American Counseling Association, Project Management Institute-Keystone Chapter

What I can do for you

I have more than eight years of experience each in Project/Program Management and in Quality Assurance/Process Improvement. I have strong leadership, communication, and organizational skills and am able to work independently and within a team setting. I am able to utilize and manipulate Enterprise Resource Planning (ERP) systems, along with Electronic Medical Records (EMRs) and Financial Reports.

Engagement Experience

- Currently, I am Project Manager for a $94M Federal Initiative designed to increase the quality and use of long-term services and supports in the state of Pennsylvania; I design, manage, and execute high level work plans across multiple projects
- I have participated in high level business requirement and design sessions related to system enhancements that were implemented within an IT system used across the PA Department of Human Services, which has assisted in streamlining processes and increasing efficiency across the organization
- Experience being part of Program Management Team responsible for identifying, and implementing, process improvement opportunities within the Department of Human Services Bureau of Program Integrity (BPI)
- Experience as a Project Manager and Expert Advisor on the Corrective Action Plan (CAP) process; organized, reviewed, managed, and statistically trended all Corrective Action Plans for the Central/Western PA Region of the company, and presented summary information to senior leadership at monthly Quality Management Committee meetings
- Have performed process improvement analysis, process mapping, and employee trainings

Relevant Clients

- Commonwealth of Pennsylvania
- Highmark Health
- Xerox Corporation

Education/Certifications

- Master of Business Administration/Financial Management, University of Maryland
- Certified ScrumMaster-Scrum Alliance: 2019-2021

What I can do for you

I am an analytical and efficiency-driven financial project management professional, with extensive experience and strengths in the development of organizational financial architectures and infrastructures for high-growth organizations. Expert in financial consulting, risk management, risk mitigation control, and key operations solutions. Seasoned in providing budgeting, forecasting, and analysis of financial results on projects, with high level of complexity from conceptualization through implementation. Adept in coordinating diverse teams and resources to complete objectives, and leading by example in displaying detailed-oriented, proactive, and hard-working nature.

Engagement Experience

- Ensure and facilitate the execution and delivery of Healthcare projects for the State via: directing project management initiatives from conceptualization through implementation; partnering with stakeholders to identify and execute project deliverables; developing project workplans/timeline and tracking against project charter; and establishing and maintaining strategic partnerships with the Client and Vendors through effective and efficient communication
- Adopted Agile Scrum methodology as pioneers throughout the organization to improve communications between Engineering, Product Management, and Business; provided more transparency across the 3 departments; and obtained great business value with short turnarounds
- Led team which provided integrated solution to deliver superior performance for Montgomery County's parking citation processing and collections services, which allowed uploading of citations into eTIMS database utilizing handheld devices; system supported full citation life cycle from issuance to collection
- Provided reports, presentations, and ad-hoc analysis including operating plan budgets, monthly cash forecasts, inventory analysis and profitability forecasts; reviewed and analyzed financial activities including sales, revenues, costs, expenses, and tax rate for all business units of leading process Automation

Relevant Clients

- Delaware Department of Health and Social Services
- Delaware Department of Technology and Information
- Delaware Department of Finance
- Delaware Department of State
- MBNA/Bank of America

Education/Certifications

- Bachelor of Science
- Various leadership and management courses
- Various software training courses

What I can do for you

In my experiences, I have led and served on multiple statewide IT application transformations to improve system quality for Child Support enforcement, motor vehicle, civil processing, child tracking, and corporate processing. Throughout my career, I have established project governance and oversight teams, rescued multiple large-scale projects, and improved the state of Delaware's cloud-based presence. In all of my engagements, I have been engaged with technology professionals for more than 20 years. I understand the various technologies at an intimate level and can quickly identify and assess where changes are needed.

As a CAI executive, my role is to provide an escalation point for the City in the performance of CAI engagement. I will quickly engage and resolve any concerns that the City may have around the quality of our staff and engagement processes.

Engagement Experience

- Responsible for the implementation of technology solutions including Application Development, Application Maintenance, Strategic Planning, Project and Portfolio Management, Business Analysis, Service Desk Support, Data Management, Organizational Change Management and Electronic Content Management
- I was responsible for the following teams: Application Development, Data Management, Organizational Change Management, Enterprise Architecture, Project Management, Enterprise Resource Planning, Program Management, and Client Relationship Management; also provided services for the 16 Executive Branch Agencies as well as K-12 and the Judicial Branch of Delaware government; this central IT team partnered with the functional and technical teams throughout the State to implement IT initiatives
- Built a team of 50 to 100 with six direct reports that managed 40 to 50 varied projects per year with an average annual project budget of $20 to $30 million; directed all automation projects and production support activities for the Market Operations portion of the credit card business; responsible for project office activities including prioritization, management reporting, project management standards and change control standards

- Led a team of 60 to 90 resources charged with responsibility for completing all automation projects for Small Business Lending, Unsecured Lending, Sales Finance, Recreation Lending, and Practice Finance businesses; managed 20 to 30 projects per year with an annual budget between $10 to $20 million

Relevant Clients

- BELL Techlogix
- KSM Consulting
- Stonegate Mortgage Corp.
- FusionSoft

Education/Certifications

- MBA, Finance & Marketing, University of Illinois
- BBA, Marketing & Finance, University of Iowa
- Scrum Alliance: Certified Scrum Master (CSM est. 2017)
- Project Management Institute (PMI): Certified Project Management Professional (PMP est. 2007)

Representative of a
General Project Manager Position

What I can do for you

I am an expert at connecting the Business Processes, Resources, and End User communities by applying effective project management methodologies and approaches.

I am a certified PMP, CSM, & SASM experienced in SDLC application development and process automation with expertise in network, software, and hardware deployment. Proficient at communicating with the technicians and adept at translating IT initiatives into business benefits understood by executives, managers, and end users. Projects emphasize the importance of increasing profits, cost reductions and improving the customers' experience. Utilize Cost Benefit Analysis, Payback Analysis, and ROI/ROE.

Engagement Experience

- Provided service in converting ~32,000 Navy and civilian contractors from Good for Enterprise to Blackberry Works OS & DOD/DISA Purebred authentication platform. Worked with Navy and Perspecta (contractor) project management and technical support personnel to plan and prepare for the conversion. Included 10 Navy installations on East and West coasts, plus, Pearl Harbor; developed End User testing and validation process and procedures; provided comprehensive Communications, Risk Register, Project & Release plans; served as a consultant to both Navy and Perspecta PMs

- Served as Independent Verification & Validation (IV&V) for the State of Indiana's Case Management Social Services (CaMSS) program, which was a $20M initiative to modernize the application for FSSA's case managers (internal and external); directed development of functional Project Plan in which to organize and manage the project; designed a comprehensive Implementation Plan encompassing SOI & involved vendors (6); collaborated on a GO Live Readiness document including key milestones (6) and deliverables

- Directed projects related to the automation of initiating, processing, closing, and bundling of home loans; utilized Agile & Kanban (in-house & off-shore) software techniques to develop enhancements to the LOS; development languages were .NET & Angular.JS, HTML, with heavy usage of SQL DBs; assisted Product Owner in developing Vision plans and deliverables based on identified requirements and Development teams' skill sets -

establishing a Product Backlog; conducted Daily Stand-ups, first to compare Vision to tasks & sizing

- Served as both as a Project Manager and Scrum Master to a large international trader of American coal commodities; supported a proprietary, cafeteria-style, software package (ComTrac) that managed all aspects of the clients' business; managed a Product Backlog which included: Bug (~150) tracking, software improvements, and new features enhancements (~150 'upgrades') tracked via JIRA; daily stand-ups to collaborate with DEV team: Java Developers, SQL DBAs, and report programmers to track & vent the requirements for 4 week Sprints to enhance deliveries; coordinated directly with DEV & TST teams to groom and assign Story Points to all stories

Technologies: Microsoft: MS Project, Word Excel, Visio, SharePoint, Team Foundation Servers (TFS), Outlook; JIRA & Confluence; SQL Databases; Network Architecture

Relevant Clients

- PA Medicaid Management Information Systems (MMIS)
- PA Department of Agriculture
- Mathematica Policy Research Inc.

Education/Certifications

- BA in Psychology, Lebanon Valley College

What I can do for you

I will apply the lessons learned from 19 years of project, program and portfolio management experience to provide insight and expertise developing and utilizing effective project management processes and tools for your organization.

I have extensive experience implementing both Agile and Waterfall methodologies and have served in roles from Project Manager to PMO Manager from Scrum Master to Product Owner.

Engagement Experience

- Currently manages the CAI Resources assigned to the PA MMIS 2020 Program; ITC/QA Release Manager overseeing release documentation, integrated master schedule, and Change Management; leads the CAI MMIS new business search and bid process
- Managed the Support and Development programs for the 10-application software platform; performed ongoing consultation with department management teams on the direction of the program; managed the Agile development scrum teams, backlog management processes, and Roadmap creation; managed the Support processes and workflow
- Consulted EPMO leadership on the system configuration, PPM and PMO processes development, and staff training plan to support PPM, Project Management, Resource Management; and earned value reporting
- Trained and mentored the EPMO and 30+ Project Managers on the use of MS Project/PWA within the new PPM/EPMO environment
- Developed Training and Change Management SharePoint for utilization in the Transition and use going forward as a training hub

Representative of a
Project Management Support Staff Position

What I can do for you

Leveraging my expertise on child welfare policy, I use data and sound research to drive public policy that ultimately improves the lives of children and their families. As a member of the Pennsylvania Office of Children, Youth and Families, I led special projects for the Office of the Deputy Secretary. Leading the statewide implementation of Plans of Safe Care, I facilitated collaboration among three state agencies and across all 67 counties in the Commonwealth. This included workgroup management; workshop design and facilitation; live and recorded webinar presentations; speaking engagements; legislative testimony, press statements, FAQ, and fact sheet development; technical assistance session design and facilitation; and advisory services for the necessary technical updates to the Child Welfare Information System related to the federal regulation requirements.

As a policy analyst at a nonpartisan advocacy nonprofit, I identified trends in state and county child welfare data and emerging research to advance state and federal public policy and improve child welfare, home visiting, and healthcare experiences of children and families. I guided community leaders through thoughtful and targeted advocacy efforts, using opinion editorials, press event appearances and strategic publications. Advancement of child welfare financing reform was at the forefront of this work; I monitored and provided analysis of and proposed amendments to the landmark Family First Prevention Services Act in 2018. I also tracked implementation of the Child Protective Services Law amendments in Pennsylvania to ensure closure of any gaps in services for our most vulnerable citizens. Utilizing these experiences, I can provide the Indiana Department of Child Services with expertise in state and federal compliance from a research-informed, evidence-based lens.

Engagement Experience

- As the facilitator for statewide technical assistance sessions for direct service professionals, I translated federal law and state compliance requirements into individualized county implementation advice.
- As a leader of the Multidisciplinary Workgroup on Infants with Substance Exposure (MDWISE), I unified stakeholders of state and local child welfare, juvenile justice, mental health, substance use and medical systems to ensure a public health approach to supporting substance affected infants and their families.

Relevant Clients
- Public Servant: PA Dept of Human Services

Education/Certifications
- Master of Social Work Degree
- Certificate in Child Welfare and Well-Being
- Bachelor of Science Degree in Nonprofit Business Management

- Through the coordination of research projects funded by or supported by the Office of Children, Youth and Families, I developed partnerships with leading researchers at the Pennsylvania State University, the University of Pennsylvania and with individual county children and youth agencies across the state.

Representative of a
Project Management Support Staff Position

Relevant Clients

- Anthem BlueCross BlueShield
- CNO
- PepsiCo
- Indiana University Health
- MISO

Education/Certifications

- Master's in Organizational Behavior
- Bachelor of Arts in Behavioral Psychology
- Certified Quality Manager in Operational Excellence (CQM/OE)
- Certified Scrum Master (CSM)
- ISO 9001:2018 Lead Auditor
- ISO 27001 Lead Auditor
- Green Belt Lean Six Sigma (Roll-Royce)

What I can do for you

I offer more than 15 years of experience leading teams in quality and testing across multiples environments. I have experience in the Healthcare and Insurance industries that has enabled me to understand local, state, and Federal systems requirements and ensure the successful implementation of software and systems. I have led teams of up to 50 individuals across states, regions, and countries. As an Agile practitioner, I have led development teams. I am also a Certified Scrum Master, which has been beneficial in my engagements. I have used multiple tools in my career, including Jira and Confluence.

I have created Test Plans that have covered system, integration, and user acceptance testing for multiple projects and engagements while utilizing a risk-based testing approach based on my client's requirements.

I have provided status reports and recommendations on a daily, weekly, and monthly basis to multiple levels of organizations as well as worked with vendors to address issues and provide feedback. I have led defect triage meetings and managed the issues until closure.

Engagement Experience

- As a Quality Manager for the PMO at CNO, I led a team that tested the software to support multiple insurance products with different state and local requirements. I worked with leaders across the company to ensure the efficient introduction of products and their cost-effectiveness while confirming no production issues.
- As the Quality Assurance Manager at IU Health, I managed the Software Testing Department and the overall expectations pertaining to setting accurate schedules, costs, and resources.
- As a Quality Manager for PepsiCo, I led a team of 30 quality engineers in testing HR software for global implementation. This included System, Integration, and User Acceptance Testing.
- As a Quality Lead at Anthem BlueCross BlueShield, I created a Quality and Business Analysis department for their TriCare program. I developed the Program Test Strategy, Project Test Strategy, Defect Management Strategy, and the Automation Strategy to support testing objectives.

Education/Certifications

- Bachelor of Arts, Organizational and Management Studies, Gettysburg College
- Minor in Political Science and Concentration in Behavioral and Cognitive Psychology, Gettysburg College

Relevant Coursework

- Personality and Organizations
- Leadership Development
- Negotiation and Conflict Management
- Entrepreneurs and Entrepreneurship

Relevant Skills & Attributes

- Attention to detail
- Documentation
- Process Improvement
- Strong Communicator
- Analytically-Oriented
- Critical Research

Representative of a
Project Management Support Staff Position

What I can do for you

As a growing professional, I have cultivated a skill set centered around core business aspects to help derive value for the partners that I have worked with. Specifically, in my present roles with Computer Aid, Inc I have been engaged on the recruiting end to help build strong talent relations in the technology space in the Mid-Atlantic and Southern regions. Recently I have started to support project work at the state government level in a Business Consultant/Analyst capacity. Through my main work here, I have successfully supported initiatives for the company to attract and maintain top level talent in the public and private sectors. Additionally I have started to expand my horizon I have been successfully providing support for an on-going long-term initiative in support of the State of Indiana's Department of Child Services. Through strategic communication outreach, expanding my knowledge of ongoing technological shifts, and maintaining detailed process flow I have helped reach internal company goals.

As well, before my time with Computer Aid, Inc., I previously worked in a team centric environment for Home Depot, helping to support internal marketing and sales initiatives, primarily through maintaining strong communication channels with our vendors and customers. With my early background in supporting people centric initiatives, I can support the PA Council on Children, Youth, and Family Services with their business process needs and provide strong documentation and communication efforts in accomplishing their internal goals.

Engagement Experience

Business Systems Consultant

- Supports ongoing process initiatives in support of the State of Indiana's Department of Child Services from an analytical standpoint
- Provides active documentation of process flow in Agile meetings across separate groupings that is utilized for accurate record intake
- Maintains detailed communication across multiple parties to help achieve effective organizational outcomes as part of a comprehensive project initiative

Technical Recruiter

- Filled job requirements for various state agencies and clients
- Assisted in developing internal processes for efficiency

- Developed and maintained strategic initiatives to attract top talent
- Strategized and implemented ways to maintain employees
- Maintained knowledge of current market and technology trends
- Leveraged internal systems and tools (JobDiva, TextUs, LinkedIn Recruiter, Monster, Dice, etc.)

Merchandising Associate

- Helped hold team discussions with vendors and assisted in completing merchandising goals to support in-store marketing and drive sales

Bookstore Assistant

- Helped conduct sales for the store during a peak visitation season
- Assisted in completing the summer inventory for the entire store
- Sold and set up merchandise displays within the store-front

What I can do for you

As a subject matter expert in health and human services programs, I will provide support on this engagement by collaborating with other project team members to ensure that project requirements are accurately identified and managed. I have been engaged with the Indiana Family Social Services Administration (FSSA) to assist with certification, requirements analysis, and requirements development in relation to their MMIS replacement project. Beyond FSSA, I served as a program manager/account manager for the Michigan Department of Health and Human Services (DHHS) where I oversaw and participated in multiple projects related to planning and procuring technology.

I participated in the documentation of business processes and requirements gathering for the Michigan Statewide Automated Child Welfare Information System (MiSACWIS). During this project, I was responsible for facilitating sessions with DHHS staff and developing business process flows/use cases that defined their business and technical needs. During these sessions I was able to leverage my experience as a child welfare caseworker and experience supporting modular technology implementations. In this role, I also assisted DHHS with certification activities, Advanced Planning Document (APD) development, and communicating with their CMS partners.

In my career, I have also had significant experience in strategic planning, conducting assessments and gap analysis, aligning requirements with organizational goals, organizational change management, identifying gaps in requirements, coordinating work between multiple vendors, and managing vendors on behalf of State clients.

Engagement Experience

- As a Senior Consultant, I facilitated business and technical architecture workshops with stakeholders in the Medicaid program to assess current operations and targeted enhancements for the future. I was responsible for producing client reports to document assessments and develop a roadmap for strategic planning. I updated the project management plan including communications plan, risk management plan, and training plan. I also developed business requirements to support the development of the RFP to procure modular-based technology.

Relevant Clients

- Indiana Family and Social Services Administration (FSSA)
- Michigan Department of Health and Human Services (DHHS)
- New Mexico Human Services Department (HSD)
- Washington, DC Office of Healthcare Finance (DHCF)

Education/Certifications

- Master's in Business Administration (MBA), Ohio Dominican University
- Bachelor of Arts, Sociology and Business Administration, University of Mount Union

- As the Assessment Lead, I was responsible for developing methodology for and leading assessment projects related to health and human services programs. The assessments included: identifying current business processes, supporting technology, and data management strategy; facilitating strategic planning sessions with executive leadership (future state); assessing the variance between current abilities and future goals; developing a roadmap for reaching the future goals of the organization which includes requirements and specific activities.

Engagement Experience

- For the Pennsylvania Department of Health, I provide first level support to Pennsylvania WIC (Women, Infant and Children) Clinic and Program office staff including troubleshooting, diagnosis, and resolution of functional and technical problems with the QuickWIC, PENN, Vendor Assistant, RCS, and PA WIC applications. I gather, analyze, and document business and functional requirements. I also perform integration and regression testing for system changes.

- I serve as the Program Coordinator for the CAI Cares Harrisburg Chapter Email Buddy Program, where I bridge students and CAI employees to grow business acumen in youth for future career development. Currently, I work with St. Stephen's Episcopal School to manage this program. My role encompasses issue resolution, validating that communication and outreach is happening, login issues, and planning network events throughout the year.

- As an Assistant Project Manager, I managed a team of individuals working on the USA SafeInspect Maintenance Contracts. I monitored and logged issues that were reported from our 12 customers, as well as assigned task orders to balance the team's workload. I drove daily communication with the customers to provide clarity on issues, approved scope and bug fixes, provided prioritization on work items, and presented status updates.

- As a Project Coordinator for the Ultimate Transition and Georgia Managed Service Provider Transition Projects, I was responsible for documenting and distributing weekly meeting minutes, status reports, and other necessary documents. I worked directly with the team to obtain a summary of their activities from the previous week and planned activities for the current week. I logged and followed up on action items, risks, and issues.

- As an intern for CAI, I managed a team of six interns working on various projects for the Health and Human Services Practice. I used MS Project and Project Online to manage and coordinate schedules to meet deadlines, as well as identifying process improvement areas, associate skill areas, and prepared knowledge articles and insight reports.

Technologies: VB, C++, SQL, MS Project, MS Office Suite, Visual Studio 12.0

Relevant Clients
- Pennsylvania Department of Health
- State of Georgia

Education/Certifications
- Shippensburg University of Pennsylvania, BSBA MIS
- Harrisburg Area Community College, AS BA

Representative of a
Project Management Support Staff Position

What I can do for you

As a highly accomplished and experienced Data Analyst with nearly seven years of experience, I analyze and interpret data trends for driving successful business. I function as the bridge between clients, IT Development group and the clinical operations team. I am key contributor to the data analytics team, and I work directly with clients and leadership to develop new processes that can best serve the needs of my clients.

I have proficient knowledge working with clinical and healthcare data using statistical/analytics tools.

Engagement Experience

- As a Technical Analyst, I was directly in charge of all Projects related to the clients account. I worked directly with clients to determine their needs and incorporate those needs into the software. I championed several process improvement plans which in turn reduced the need for Technical support. Worked alongside technology team to build requirements and strategy for new tools that help create a more efficient data quality process. Collaborated with vendors to define data extraction methodologies and data source tracking protocols.

- As a Bioinformatics Knowledge engineer I aided in the generation of requirements for validation, performed code debugging and Query development. I collaborated to help build the internal knowledgebase software system. I Participated in the analysis of client bioinformatics/data mining/systems biology/biostatistics studies.

- I have experience working on large scale projects, overseeing data conversion activities and streamlining large confusing data sets into usable and understandable data. I am able to translate multiple data formats into a one usable format.

Education/Certifications

- Bachelor's Degree in Business
  Administration,
  Messiah College

**Representative of a
Project Management Support Staff Position**

What I can do for you

I will provide the tools needed to help decision makers implement changes effectively. I have experience creating financial reports and managing resource allocation for our Public Sector Division. I have also worked with Mt. Chestnut Retreat Center to create and implement a system for analyzing their finances and create reports to submit to the board.

I have worked with the Pennsylvania Higher Education Assistance Agency (PHEAA) to make analyses and provide meaningful reports for decision making. I have been involved in researching the effects of procedural changes, and then implementing those changes.

Engagement Experience

- Served as a Financial Analyst Intern at Mt. Chestnut Retreat Center, in charge of developing a plan to implement changes after financial review.
- Served at PHEAA as a Treasury Adjustment Specialist to discover discrepancies and create procedures to ensure data integrity.
- In my current role as a Business Controls Analyst, I am responsible for resource management, as well as analyzing financials and creating models to assist with decision making.

Representative of a
Project Management Support Staff Position

What I can do for you

As an Atlassian Architect, I offer more than 18 years of experience in leading teams and Projects in ITSM tools across different environments. Since the beginning of my career, I have worked in different customer service projects that enabled me to quickly understand the requirements of the client. My experience helped me lead and implement ITSM projects with different clients including South Carolina State Department of Health and Human Services and different financial institutions.

In most of the client locations, I work as a liaison between business and technical departments. I helped customize Jira for the business requirements while also making sure the process follows proper Governance methods that satisfy audit needs.

My knowledge of Six Sigma helped the client to create and use agile tools like Kanban boards, sprints, and scheduling reports for daily scrum meetings. I was an integral part of designing the architecture for CI/CD process with different clients. I have used multiple ITSM tools in my career including Jira, CA Service Desk, BMC Remedy, and ServiceNow. These will enable me to assist in the success of the project and overall support of the team.

I have provided status reports and recommendations on a daily, weekly, and monthly basis to multiple levels of organizations as well as worked with vendors to address issues and provide feedback. I have led my team in preparing for yearly audits.

Engagement Experience

- I have led installation, configuration, and implementation of Atlassian suite of products which include Jira, Confluence and Bamboo.
- I worked on installing and maintaining necessary plugins for the tools.
- I advocated SCDHHS on Atlassian suite of products and other necessary tools.
- I have worked with clients to implement workflows into Jira and worked to produce efficiencies with other systems.
- I analyzed the existing processes and workflows and implemented them into Jira.
- I implemented high availability of Atlassian suite of products in the current environment.

Representative of a
Project Management Support Staff Position

What I can do for you

As a human services professional with 32 years of proven expertise in local and state child welfare practice, I have demonstrated ability in collaborating with diverse stakeholder groups to develop solutions that support improved service delivery, identification of best practices, and implementation of programmatic changes using a results-driven approach.

As the Deputy Secretary for the Office of Children, Youth, and Families, I provided leadership to the Commonwealth's child welfare system; coordinated policies and operations of regional offices; and oversaw the operations of ChildLine, the Youth Forestry Camps, and Youth Development Centers. Additionally, I assisted in identifying trends in state and county child welfare data that led to implementation of strategies to improve service delivery at the state and county level to assist those most in need.

As a steward of taxpayer dollars, I oversaw the nearly $2B child welfare budget by working with counties to identify system priorities based upon local needs and aligned revenues to support practice enhancements. I led the development of the county child welfare needs-based plan and budget to support the delivery of services to children and families under Pennsylvania's State-supervised, county-administered child welfare system.

Utilizing these experiences in the operation of both state and local child welfare system practices, I can provide the Indiana Department of Child Services with expertise in the administration of large-scale reform efforts along with a direct service background.

Engagement Experience

- Through engagement of state and local child welfare, juvenile justice, mental health, intellectual disabilities, and education system stakeholders, I developed partnerships that enhanced coordination between systems to support improved outcomes for children and families.
- As a diversified leader with the ability to integrate skills in areas of human services, project management, process improvement, and strategic planning, I achieved organizational objectives and targets that ensured the needs of children and families served as the catalyst for sustained system improvements.

- Through the creation of the Pennsylvania Child Welfare Council, I engaged child welfare system stakeholders in the development of a shared strategic vision to support the delivery of services to children and families. I sought to identify evidence-based strategies that increased the effectiveness of the services delivery while assuring that the necessary resources were available to execute these strategies.
- Serving as the lead staff person supporting the Task Force on Child Protection, I provided insights into the downstream effects of proposed changes to the Child Protective Services Law and supplied data to inform decision making. Upon enactment of sweeping reforms to Pennsylvania statutes, I oversaw development of policy to support statutory compliance.
- During my years of service, I was responsible for analysis of federal and state legislation, determining impacts to children and families served, as well as the child welfare workforce. This included conducting fiscal impact analyzes of these changes and ensuring compliance with statutory and regulatory compliance.

Relevant Clients

- Office of Early Childhood and Out of School Learning, State of Indiana

Education/Certifications

- B.S. in Informatics, Indiana University Bloomington
- Certified Tester Foundation Level, ASTQB

What I can do for you

As a software quality assurance analyst for five years, I have demonstrated my ability to manually test software updates and new features, work with business users to understand requirements that will be tested, ensure adherence to QA best practices, and create as well as update test cases, test scripts, and regression suites to ensure proper documentation.

During the first of my three years with iLAB I learned the foundational skills of testing that have been improved upon over the course of my career. In the two years with iLAB that I was with Office of Early Childhood and Out of School Learning, I focused on the testing and documentation of new features for and updates to the Automated Intake System, including updates to integrate On My Way Pre-K eligibility into the system. In addition, I assisted with updating the regression suite as features were changed and adding to it as new features were added.

During my two years with Shop Premium Outlets, I assisted in preparations to launch the e-commerce website to the public, as well as continuing to ensure a positive user experience throughout every update that was made to the website. As part of these duties, I defined and created manual test cases based on business requirements. In addition, I analyzed and reported on potential problems that were identified by both business users and customers.

Engagement Experience

- As a quality assurance analyst, I have been responsible for signing off on changes being made to State government applications, as well as e-commerce websites and affirming that the changes being made have been thoroughly tested to ensure that there are no foreseeable problems that will arise from the changes going live. This has also meant having to send updates back to developers when defects are found, or when functionality does not match the requirements.
- As the primary tester on a two-person QA team for OECOSL I lead the efforts of documenting testing efforts, creating traceability matrices, and demonstrating new or updated features to the business users in addition to testing said features.

Representative of a
Project Management Support Staff Position

Relevant Clients
- Adesa
- Wolters Kluwer
- Geneys
- Powerway Inc.
- Elli Lily Inc.

Education/Certifications
- Master's in Computer Application
- Agile SAFe 4.0 Practitioner

What I can do for you

I will ensure the project is fully tested to meet the quality objectives. I will also execute automated test cases, Rest Endpoint API test cases, exploratory testing, and performance testing. Nonfunctional requirements include security testing, page response time, and single page application requirements.

As a certified SAFe practitioner, I will work with developers to create user stories that are selected and ranked by the product owner. I will then define the tasks for the stories and ensure test cases cover the acceptance criteria. I will make sure test coverage is transparent across the team.

Engagement Experience

- I have extensive experience spanning over more than 15 years in Software Quality Assurance of Client/Server, web based systems built on Angular, NodeJS, AWS, Java, C#, C++, ASP.NET, Visual Basic, VB Script, Java Script, AJAX, DHTML, Web Services and databases as SQL Server, Oracle, DynamoDB.
- I have implemented best practices including: Static code analysis, TDD, BDD, and Pair Programing.
- I have extensive experience in design, development and execution of Test Plans, Test Strategies, Test Cases for Functional, Regression, Scalability, Performance, Load/Stress and Volume testing.
- I am a Certified SAFe 4.0 practitioner in Agile methodology with Scrum Process using JIRA and Azure DevOps for product management.
- I have strong experience in Automating Web Application Testing using Protractor, Selenium Web Driver using Cucumber, TestNG and NUnit frameworks.
- I am proficient in API Automation Testing using Java, Cucumber, Gherkin, Postman collection, and writing API test cases by defining environment/global/variable, headers, and body JSON.
- I have experience in qTest tool to manage Test case repository, Test Execution, and Reporting for Agile testing.
- I have in-depth experience in Manual Testing of GUI, Functional, System Integration, Regression, Performance, Security, Load/Stress and Volume test cases.
- I am an expert in HP UFT (Formally QTP), ALM, Win runner, Load Runner, and IBM Rational Team Suite.
- I have experience with Cross browser testing and parallel Test

execution using Selenium Grid. I also have extensive experience in testing of database scripts, writing and validating stored procedures, functions, triggers in MSSQL Server database.

- I have over two years of experience in designing, developing, and maintaining Client/Server and web-based applications.
- I have extensive experience in defect prevention and management activities using tools JIRA, HP ALM (Quality Center), StarTeam, and CQTM. I have knowledge of Quality Assurance Life Cycle, Software Development Life Cycle and Project Management processes using ISO9001, CMM, and structured testing methodologies.
- My excellent problem-solving skills, experience in working group projects, desire, and ability to learn and apply new technologies allow me to be a valued team member and I am self-motivated and detail oriented.

Related Clients

- Highmark Blue Shield
- Several School Districts for our Safe Transport Product
- RiseVision

Education/Certifications

- BS in Computer Science, Penn State University
- Microsoft Certified Technology Specialist
- Microsoft Certified Professional Developer
- Leadership Development Certification, Cornell University
- Robotic Process Automation Development with UiPath
- Microsoft .NET Development with Visual Studio
- SQL Server Development
- MVC and WebApi Development
- Web service Development using WebApi, WCF, and ASMX
- Client Side Development with Angular, Knockout, jQuery, JavaScript, Bootstrap, HTML, and CSS
- Content Management Development using Umbraco

What I can do for you

With 24 years of experience as a developer, architect, and technical consultant, I will provide technical leadership and consultation in a wide range of technologies I have used throughout my career. I have extensive experience in all areas of development and architecture using both Microsoft and Java stacks. I have significant experience providing architecture and design solutions, consulting on proposed technical solutions, and researching and recommending technologies for both internal and client facing projects.

I was the lead in creating CAI's Solution Review Board and was responsible for formation, process, and responsibilities; I currently act as its Chairperson Board. The Solution Review Board is responsible for corporate policy, architecture and design reviews, recommendations, use of standards with best practices, and alignment of IT with business vision.

I also lead and participate on a team which works with external clients to provide technical solutions for their business needs and work on internal product development of our Tracer, RiseVision Widget, and Safe Transport products.

Engagement Experience

- I served as the lead for the formation of CAI's Solutions Review Board. I assembled a team which defined its goals and responsibilities, processes, and documentation.
- I current serve as the Chairman of CAI's Solution Review Board; its responsibilities include creation of software architecture, review of proposed architecture solutions, policy enforcement, standardization using common frameworks, enforcement of best practices, and enforcing the alignment of Business Vision.
- I am currently the Manager and Technical Lead of our Safe Transport product – a school bus tracking system used by several school districts to track and route school district vehicles. I am responsible for technical guidance, technical leadership, and client collaboration on business problems.
- I served as technical lead for the startup of our Robotic Automation Practice and was responsible for server setup, architecture and design, setup of standards and processes, and development using the UiPath platform.

- I served as the technical lead and architect of our Tracer product; this project and time management system is used by both internal and external clients using the Microsoft Stack.
- I served as one of the lead architects of our Automated Management Insight product used for task and project management. I was responsible for architecture, design, tool selection, integrations, and development using the Microsoft Stack.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: HHR2100000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

[X] Addendum No. 1		[ ] Addendum No. 6
[X] Addendum No. 2		[ ] Addendum No. 7
[X] Addendum No. 3		[ ] Addendum No. 8
[X] Addendum No. 4		[ ] Addendum No. 9
[ ] Addendum No. 5		[ ] Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Computer Aid, Inc.
_____
Company

D. Abraham Hunter   D. Abraham Hunter, EVP
_____
Authorized Signature

1/28/2021
_____
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

Specifications Section	Applicable To:	General Description	Document Name, if applicable	Page Number/Location in Vendor's Bid
3.1	Vendor	Minimum 10 years in project management.	WV_DoA_PMO_Services_20210128	1-2
3.2	Vendor	Minimum 10 years in managing procurement development.	WV_DoA_PMO_Services_20210128	3-4
3.3	Vendor	Minimum 5 years in general information security experience related to the implementation and/or monitoring of computer systems and/or applications	WV_DoA_PMO_Services_20210128	4-5
3.4	Vendor	Within the past 8 years, 3 years' experience specific to project management services for the implementation and/or CMS certification of an MMIS Project. CMS Outcomes-Based Certification is preferred, but not required.	WV_DoA_PMO_Services_20210128	5-6
3.5	Vendor	Two or more references for the Project Management of the MMIS Implementation and/or CMS Certification of an MMIS.	WV_DoA_PMO_Services_20210128	6-7
3.6	Vendor	Three or more references (from the past 10 years) for project management services in a minimum of two (2) states for a state Medicaid Agency; must include a description of the project management services performed for each reference.	WV_DoA_PMO_Services_20210128	7-8
3.7.1.1	Lead Project Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Appendix A: Representative Resumes	PDF page 3
3.7.1.2	Lead Project Manager (1)	Project Management Professional Certification.	Appendix A: Representative Resumes	PDF page 3
3.7.2.1	Engagement Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Appendix A: Representative Resumes	PDF pages 4-5
3.7.2.2	Engagement Manager (1)	Project Management Professional Certification.	Appendix A: Representative Resumes	PDF pages 4-5
3.7.3.1	Lead MMIS Project Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency; AND, within the last 10 years, three (3) years' experience as a Project Manager of an MMIS Implementation and/or CMS Certification of an MMIS.	Appendix A: Representative Resumes	PDF page 6
3.7.3.2	Lead MMIS Project Manager (1)	Project Management Professional Certification.	Appendix A: Representative Resumes	PDF page 6
3.7.4.1	Lead Child Welfare Project Manager (1)	Minimum three (3) years' experience within the last eight (8) years as a Project Manager and/or providing project management support services directly related to the development and/or implementation of Child Welfare programs/initiatives for a State Medicaid Agency.	Appendix A: Representative Resumes	PDF page 7
3.7.4.2	Lead Child Welfare Project Manager (1)	Project Management Professional Certification.	Appendix A: Representative Resumes	PDF page 7
3.7.5.1	General Project Managers (10)	Minimum three (3) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Appendix A: Representative Resumes	PDF pages 8-20
3.7.6.1	Project Management Support Staff (25)	Minimum one (1) year of experience with Project Management.	Appendix A: Representative Resumes	PDF pages 21-38